



Consumer Bill of Rights

All Consumers, staff, Board members and volunteers will uphold the Consumer Bill of Rights

As a Consumer you have the right:

- to be treated with dignity and respect by all who serve them and to be free from physical, sexual, mental, emotional, verbal and financial abuse;
- to be treated in a non-judgmental manner;
- to have as much or as little service as you need (within agency limitations);
- to evaluate the service on a regular basis and to have any comments or problems followed up by staff in a timely manner;
- to expect all persons working with you participate in on-going training to update and refine their skills;
- to expect, while service is being provided, you will receive on-going supervision;
- to know all client files and information will be kept strictly confidential and privacy respected;
- to refuse or accept service;
- to appeal to the Executive Director if you feel service is not adequate or to proper standards;
- to expect programs, services and supports will be offered in a safe environment and that safety hazards will be brought to their attention;
- to be served without regard to age, ancestry, citizenship, creed (religion), colour, disability, ethnic origin, family status, gender identity, level of literacy, marital status, place of origin, membership in a union or staff association, political affiliation, race, receipt of public assistance, record of offences, sex, sexual orientation or any other personal characteristics.

If you have questions or concerns, please contact Teresa Gal, Executive Director at: (705)445-1543 ext. *301 or by email: executivedirector@bdbilrc.ca